



Password Change Utility (Industry Members)

Password Change Utility Quick Reference Guide

The following steps are a quick guide which will instruct you how to successfully change or reset your password, with the new Industry Member Password Change Utility system:

1. To access: visit <https://ttbonline.gov/> and click “Expired password?” or “New or forgotten password?”
2. Enter your **Username**
3. Click “Submit”
4. Check your email for a message to be sent from “ttb.fonl@ttb.gov” which will contain your one-time Security Code for user validation & authentication
(Note: please allow up to 5 minutes for the automated email to be sent to your inbox)

Industry Member Password Change Utility

An email has been sent to [redacted] from ttb.fonl@ttb.gov with the Subject TTB Security Code.

Please check your email to obtain the Security Code from the message text and enter it in the Security Code Box below. If you have not received an email, please check your Junk folder.

Please do not close this browser window.

Security Code Verification

Security Code:

Email Address

(Screenshot of EPCU)

ttb.fonl@ttb.gov
TTB Security Code

To: [redacted]

Dear TTB: A request has been received to reset your TTB system password for User ID [redacted]. This requires you to enter or copy and paste the Security Code provided below on the Password Change Utility screen displayed on your browser:

Security Code: [redacted]

If your browser session times out before you are able to enter this Security Code, or if you entered the Security Code incorrectly, you must request another Security Code by returning to the Password Change Utility at https://www.ttbonline.gov/pcu_oim/forgotPwd.jsp

If you did not attempt change your password, please contact the TTB Help Desk. The TTB Help Desk can be contacted by email at TTB.Helpdesk@ttb.gov or 866-927-2533 (Option 2).

You will be unable to reply to this email as it has been automatically generated. For questions or comments, please visit <https://ttbonline.gov/>

Security Code

User ID

(Screenshot of Automated Email)

5. Enter your **Security Code** (manually or via Copy/Paste)
6. Click “Submit”
7. Enter a valid answer to your pre-selected security authentication question
8. Enter a new password of your choice within the **New Password** field
9. Re-type your newly chosen password within the **Retype New Password** field
10. Click “Submit”
11. Your successful password reset is complete! Please close your internet browser window (screenshot below)

Thank you for using Password Change Utility

Your password has been changed successfully.

You have successfully exited the system.

Please close this web browser window now.